

Report on Government Services 2003

Volume 1:
*Education, Justice,
Emergency Management*

*Steering Committee
for the Review of
Commonwealth/State
Service Provision*

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Suggestions:

The Steering Committee welcomes suggestions on the performance indicators contained in this Report. Please direct your suggestions to the Productivity Commission Secretariat at the above address.

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Foreword

The Review of Commonwealth/State Service Provision was established by heads of government in 1993 to develop objective and consistent data on the performance of services that are central to the wellbeing of Australians. The collaborative efforts of more than 80 government agencies from the Commonwealth, States and Territories have contributed to this, the eighth *Report on Government Services*.

The services covered by the Review span education, health, justice, community services, emergency management and housing. Collectively they amounted to nearly \$70 billion or around 24% of total government expenditure in 2001-02.

Every year sees some improvements in the Report. This year, there is reporting for the first time against performance indicators in the areas of emergency management, disability services, aged care, and corrective services, while the quality of data in other areas of the Report has been further improved.

It is pleasing that this year we have also been able to report on nationally comparable learning outcomes in school education. These data, derived from a survey undertaken under the auspices of the international Organisation for Economic Cooperation and Development, represent a significant step forward — one that can hopefully be emulated on a regular basis at the national level.

As ever, there is room for improvement. For example, over the next year we will be looking at ways to ensure that up-to-date validated data on specialist mental health services will be available in time for the next Report.

We continue to make progress in improving reporting on Indigenous people. While for the most part our data continues to be drawn from mainstream collections, this year the Report includes data on community housing for Indigenous people along with data from the Aboriginal Rental Housing Program (reported for the first time last year).

Early in the New Year the Review intends to publish on its website for the first time, a compendium of all the Indigenous data included in the Report.

The most important development on Indigenous reporting, however, has been the commissioning by the Council of Australian Governments (COAG) of a regular report on key indicators of Indigenous disadvantage. The development of a draft

framework for COAG's consideration is now well underway. Development of the framework has involved input from senior people in all Australian governments along with representatives from the Aboriginal and Torres Strait Islander Commission and the Ministerial Council for Aboriginal and Torres Strait Islander Affairs.

Importantly, the development of the framework has also entailed extensive consultations with key Indigenous leaders and organisations. Their input to the framework will be a critical factor in its efficacy and credibility.

Producing a report of this size and scope each year depends on the cooperation and support of many people including government agencies and bodies such as the Australian Bureau of Statistics and the Australian Institute of Health and Welfare. The Secretariat, drawn from the Productivity Commission, relies heavily on their advice and cooperation in pulling this Report together.

I would like to thank everyone involved for their continuing contribution to this important joint undertaking.

Gary Banks
Chairman

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This Report is in two volumes: *Volume 1* contains Part A (Introduction), Part B (Education), Part C (Justice), Part D (Emergency Management) and the CD-ROM attachment; *Volume 2* contains Part E (Health), Part F (Community Services), Part G (Housing) and Appendix A (the descriptive statistics appendix).

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Acronyms and abbreviations

ABS	Australian Bureau of Statistics
ACAP	Aged Care Assessment Program
ACAT	Aged Care Assessment Team
ACC	Australian Crime Commission
ACCHS	Aboriginal Community Controlled Health Services
ACER	Australian Council for Educational Research
ACHS	Australian Council on Healthcare Standards
ACIR	Australian Childhood Immunisation Register
ACPR	Australian Centre for Policing Research
ACSQHC	Australian Council for Safety and Quality in Health Care
ACT	Australian Capital Territory
AFAC	Australasian Fire Authorities Council
AGPAL	Australian General Practice Accreditation Limited
AGPS	Australian Government Publishing Service
AHA	Aboriginal Housing Authority (SA)
AHCA	Australian Health Care Agreements
AHMAC	Australian Health Ministers' Advisory Council
AIC	Australian Institute of Criminology
AIHW	Australian Institute of Health and Welfare
AIMS	Australian Incident Monitoring System
AJJA	Australasian Juvenile Justice Administrators
ANTA	Australian National Training Authority
ANTA MINCO	Australian National Training Authority Ministerial Council
AQF	Australian Qualifications Framework
AR-DRG	Australian revised diagnosis related group
ARHP	Aboriginal Rental Housing Program

ARIA	Accessibility and Remoteness Index for Australia
ATLAS	Audit Training, Learning and Support Program (NSW)
ATSIC	Aboriginal and Torres Strait Islander Commission
Aust	Australia
BEACH	Bettering the Evaluation and Care of Health
BRC	Belconnen Remand Centre (ACT)
CAA	Convention of Ambulance Authorities
CACP	Community Aged Care Package (Program)
CCCCS	Commonwealth Census of Child Care Services
CD-ROM	Compact Disc Read Only Memory
CFA	Country Fire Authority
CFU	Community Fire Unit (NSW)
CGC	Commonwealth Grants Commission
CHINS	Community Housing and Infrastructure Survey
CHOGM	Commonwealth Heads of Government Meeting
CIS	Complaints Information System
CMF	Command Management Framework
COAG	Council of Australian Governments
CRA	Commonwealth Rent Assistance
CRF	Common Reporting Framework
CRROH	Centre for Remote and Rural Oral Health (WA)
CSDA	Commonwealth–State Disability Agreement
CSHA	Commonwealth State Housing Agreement
CSTDA	Commonwealth–State–Territory Disability Agreement
DALE	Disability Adjusted Life Expectancy
DALY	Disability Adjusted Life Years
DCIS	Ductal carcinoma in situ
DCS	Department of Correctional Services (SA)
DEA	data envelopment analysis
DES	Department of Emergency Services (Qld)

DEST	Department of Education, Science and Training
DFaCS	Department of Family and Community Services
DHA	Department of Health and Ageing
DHAC	Department of Health and Aged Care
DHS	Department of Human Services (Vic)
DMMR	Domiciliary Medication Management Review
DNRE	Department of Natural Resources and Environment (Vic)
DoCS	Department of Community Services (NSW)
DoH	Department of Health (WA)
DRG	Diagnosis related group
DSQ	Disability Services Queensland
DVA	Department of Veterans' Affairs
EACH	Extended Aged Care at Home
ERP	estimated resident populations
ESL	Emergency Services Levy
FACS	Family and Community Services (NT)
FESA	Fire and Emergency Services Authority (WA)
FTE	full time equivalent
FWE	full time workload equivalent
GAP	Government Action Plan (NSW)
GDP	gross domestic product
GP	general practitioner
GPA	General Practice Australia
GPMoU	General Practice Memorandum of Understanding
GST	goods and services tax
HACC	Home and Community Care (program)
HRSCEET	House of Representatives Standing Committee on Employment, Education and Training
ICD	International classification of diseases
ICD-10-AM	international statistical classification of diseases and related health problems, 10th revision, Australian modification

ICMS	Integrated Court Management System
ICT	information and communication technology
IHANT	Indigenous Housing Authority of the NT
IMP	Information Management Plan
ITAB	Industry Training Advisory Bodies
KPI	Key Performance Indicators
LAC	local area command
LLEN	Local Learning and Employment Networks
LLISC	Learning Lessons Implementation Steering Committee
LSI	Likert Summation Index
MAP	Multilevel Assessment Program
MBS	Medicare Benefits Schedule
MCATZIA	Ministerial Council for Aboriginal and Torres Strait Islander Affairs
MCEETYA	Ministerial Council on Education, Employment, Training and Youth Affairs
MDS	minimum data set
NAC	National Advisory Committee to BreastScreen Australia
NACCHO	National Aboriginal Community Controlled Health Organisation
NAGATSIHID	National Advisory Group Aboriginal and Torres Strait Islander Health Information and Data
NATSEM	National Centre for Social and Economic Modelling
NBCC	National Breast Cancer Centre
NCA	National Crime Authority
NCIS	National Coroners Information System
NCJSF	National Crime and Justice Statistical Framework
NCPASS	National Child Protection and Support Services
NCSIMG	National Community Services Information Management Group
NCVER	National Centre for Vocational Education Research

NDCA	National Data Collection Agency
NESB	non-English speaking background
NGO	non-Government organisation
NHCDC	Commonwealth Department of Health and Aged Care, National Hospital Cost Data Collection
NHIMG	National Health Information Management Group
NHPC	National Health Performance Committee
NHPF	National Health Performance Framework
NIDP	National Information Development Plan
NMDS	national minimum data set
NMHS	National Mental Health Strategy
NPDDC	National Perinatal Data Development Committee
NPS	National Prescribing Service
NRCP	National Respite for Carers Program
NSCSP	National Survey of Community Satisfaction with Policing
NSMHS	National Survey of Mental Health Services
NSW	New South Wales
NT	Northern Territory
NTDAB	NT Disability Advisory Board
NTFRS	NT Fire and Rescue Service
NTPFES	Northern Territory Police, Fire and Emergency Services
OCR	Operations and Crime Review (NSW)
OECD	Organisation for Economic Cooperation and Development
OHCWA	Oral Health Centre of Western Australia
OMP	Other Medical Practitioner
PACT	Police Accountability Community Team (NSW)
PBS	Pharmaceutical Benefits Scheme
PIP	Practice Incentives Program
PIPS	Performance Indicators for Primary Schools
PISA	Program for International Student Assessment

PMRT	Performance Measurement and Reporting Taskforce
PSM	Population Survey Monitor
QIAS	Quality Improvement and Accreditation System
Qld	Queensland
RACGP	Royal Australian College of General Practitioners
RCS	Resident Classification Scale
Review	Review of Commonwealth/State Service Provision
RRMA	Rural, Remote and Metropolitan Area Classification System
SA	South Australia
SAAP	Supported Accommodation Assistance Program
SAAS	SA Ambulance Service
SACHA	South Australian Community Housing Authority
SAHT	South Australian Housing Trust
SAPOL	South Australia Police
SCRCSSP	Steering Committee for the Review of Commonwealth/State Service Provision
SDA	service delivery area
SES/TES	State Emergency Service/Territory Emergency Service
SHMT	State Health Management Team (WA)
SLA	statistical local area
SMART	SAAP Management and Reporting Tool
SRCSSP	Secretariat for the Review of Commonwealth/State Service Provision
STRC	Symonston Temporary Remand Centre (ACT)
SWPE	standardised whole patient equivalent
TAFE	technical and further education
Tas	Tasmania
TCP	Transitional Care Program (WA)
TFS	Tasmania Fire Services
VCAL	Victorian Certificate of Learning
VCE	Victorian Certificate of Education

VET	vocational education and training
VHC	Veterans' Home Care (program)
VHS	Victorian Homelessness Strategy
Vic	Victoria
WA	Western Australia
WHO	World Health Organisation
YLD	years of life lost due to disability
YLL	years of life lost due to premature mortality

Glossary

Constant prices	See ‘real dollars’.
Current prices	See ‘nominal dollars’.
Descriptors	Statistics included in the Report that relate to the size of the service system, its client mix and the environment within which government services are delivered. They are provided to highlight and make more transparent the differences among jurisdictions.
Effectiveness	A reflection of how well the outputs of a service achieve the stated objectives of that service.
Efficiency	A reflection of how well organisations use their resources to produce services.
Unit costs	An indicator of efficiency, as used throughout this Report.
Inputs	The resources (including land, labour and capital) used by a service area in providing the service.
Nominal dollars	Refers to financial data expressed ‘in the price of the day’ and which is not adjusted to remove the effects of inflation. Nominal dollars do not allow for inter-year comparisons because reported changes may reflect changes to financial levels (prices and/or expenditure) and adjustments to maintain purchasing power due to inflation.
Process	The way in which a service is produced or delivered.
Output	The service provided by a service area — for example, a treated case is an output of a public acute care hospital.

Outcome

The impact of the service on the status of individuals or a group. A service provider can influence an outcome but external factors can also apply. A desirable outcome for a school, for example, would be to add to the ability of the students to participate in, and interact with, society throughout their lives. Similarly, a desirable outcome for a hospital would be to improve the health status of an individual receiving a hospital service.

Real dollars

Refers to financial data measured in prices from a constant base year to adjust for the effects of inflation. Real dollars allow the inter-year comparison of financial levels (prices and/or expenditure) by holding the purchasing power constant.

Definitions of the indicators and terms used can be found at the end of each chapter.

Terms of reference

The Review, to be conducted by a joint Commonwealth/State and Territory Government working party, is to undertake the following:

- establish the collection and publication of data that will enable ongoing comparisons of the efficiency and effectiveness of Commonwealth and State Government services, including intra-government services. This will involve:
 - establishing performance indicators for different services which would assist comparisons of efficiency and effectiveness. The measures should, to the maximum extent possible, focus on the cost effectiveness of service delivery, as distinct from policy considerations that determine the quality and level of services; and
 - collecting and publishing data that are consistent with these measures. The Review should also address the procedures for the ongoing collection and publication of benchmark data; and
- compile and assess service provision reforms that have been implemented or are under consideration by Commonwealth and State Governments.

The Review will cover all major types of reform, including those involving the separation of policy development from service provision. Case studies of particular reforms could be provided where appropriate.

The Review will need to keep abreast of developments in other relevant reviews and working parties, including the Commonwealth/State Government working party (initiated by the Council of Australian Governments) investigating Commonwealth/State Government roles and responsibilities.

